

## DOCUMENT RESUME

ED 061 971

LI 003 641

TITLE Library System Definition; Functions & Interfaces.  
INSTITUTION California Univ., Santa Barbara. Library Systems  
Development Program.  
REPORT NO LSD-71-5  
PUB DATE Jan 71  
NOTE 29p.; (0 References)  
EDRS PRICE MF-\$0.65 HC-\$3.29  
DESCRIPTORS \*Definitions; \*Library Networks; Library Services;  
\*University Libraries  
IDENTIFIERS \*University of California Santa Barbara

## ABSTRACT

Functional definitions of all work performed by the University of California (UC) libraries is presented. The work of the total system has been divided into 21 major functional areas called subsystems and these have been further subdivided into 71 more specific functional segments called modules. Existing organizational structure of the UC libraries varies greatly and the functional definitions are independent of these variations. Similarly, each segment of the system is defined to deal with all types of library materials so that the definitions are independent of material categories. Finally, the definitions were developed with a minimum emphasis on current manual or possible future mechanized means for performing the functions. (Other documents on this program are: LI 003640 and 003642.) (Author)



THE UNIVERSITY OF CALIFORNIA

BERKELEY • DAVIS • IRVINE • LOS ANGELES • RIVERSIDE • SAN DIEGO • SAN FRANCISCO • SANTA BARBARA • SANTA CRUZ

# LIBRARY SYSTEMS DEVELOPMENT PROGRAM

LSD 71-5

U.S. DEPARTMENT OF HEALTH,  
EDUCATION & WELFARE  
OFFICE OF EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL OFFICE OF EDUCATION POSITION OR POLICY.

## LIBRARY SYSTEM

## DEFINITION

### FUNCTIONS & INTERFACES

January 1971

### CONTENTS

|                  |       |
|------------------|-------|
| I. Background    | 1     |
| II. Summary      | 2     |
| III. Definitions | 3     |
| IV. Interfaces   | 14    |
| V. Total System  | Cover |

ED 061971

1 003 641



# BACKGROUND

## LIBRARY SYSTEMS DEVELOPMENT PROGRAM

### I. BACKGROUND

One of the earliest University-wide efforts undertaken by the Library Systems Task Force was the development of a set of standard definitions for the major functions in which the libraries of the University of California are engaged. The Systems Definition Committee originally consisted of Fred Bellomy (UCSB - Chairman), Ralph Shoffner (ILR), Herb Ahn (UCI), and Don Bosseau (UCSD). This group surveyed the literature including the various standard texts on library operations, and compared these previous works against the UC operations. After several months of work, a document (UCSB 68/9-42, 13 June 1969) listing 34 "modules" was submitted to all of the attached members of the ILR Task Force for in depth review with operating level library personnel in their libraries. This document did, indeed, receive very wide review and the comments were voluminous. The Committee then analyzed the responses and prepared a new working document (SYSDEF 70-1, 13 Jan 1970) containing an expanded list of 160 "modules". In July 1969, Herb Ahn assumed the Chairmanship of the Committee and proceeded to direct a continuing analysis of the UC Library Systems Definitions.

After a considerable amount of work including additional reviews by library personnel at several of the campuses, the basic structure reflected in the definitions reported here were formulated and reported to the UNCLSTAF (UC Library Systems Development Task Force) at its February meeting. This document received further reviews by campus personnel and resulted in a revised version issued on 5 March 1970 as SYSDEF 70-3. Additional reviews and modifications continued to be made and the Committee decided that further formalized modifications of the definition at that time might lead to unwanted constraints on those who would be responsible for the design effort later and so chose to recommend that the report be treated as a working document. This decision was reported to the UNCLSTAF representative at their June 1970 meeting. The Committee was then dissolved. The edited version of that working document was issued as LSD 70-20 (20 July 1970).

Throughout all of the analysis and negotiations, participants were asked to indicate their feelings about development priorities. The requests for such information became increasingly formalized and the results of the last and most formal request were reported on 14 May 1970 in SYSDEF 70-8. This was the results of this analysis which identified the Order Subsystem as having highest priority for development with the Standard Loan Subsystem following in second place. The remaining twenty-three originally defined subsystems were similarly ranked by priority.

In the process of refining the definition of the Order and Standard Loan subsystems in preparation for a detailed cost analysis, additional modifications and refinements of the definitions were made. The present document reflects the results of these modifications.

## SUMMARY

### LIBRARY SYSTEMS DEVELOPMENT PROGRAM

#### II. SUMMARY

The full set of subsystems and modules which comprise the total library system defined for the University of California is summarized on the back cover of this document. A flow chart representing the primary interrelationships among the subsystems is presented as Figure 1. It will be noted that library operations typically divide themselves into three main functional areas: User Services, Processing Services, and Administrative Services. The Administrative Subsystems perform functions for the entire library organization necessary to insure a smooth working environment in which the primary functions of the organization, User and Processing Services, can be performed.

The User Services Subsystems involve those functions of the library which directly assist patrons in their efforts to make effective use of the library services. The Processing Service Subsystems cover all of those functions of the library involved in acquiring and preparing for use the full range of library materials.

No particular organizational structure is meant to be implied by the way the library operation has been subdivided. In fact, an organizationally independent structure was purposely selected in order to define operations in a way which would be applicable to the wide range of organizational structures within the University. Similarly, the functional definitions of library operations have been made broad enough to accommodate the full range of library material types handled throughout the system. Thus, the definitions do not include such things as a Serials Control System, or a Monographic Ordering System. We do recognize, however, that certain of the modules (such as 6.4 - Receiving) must be designed to accommodate more than one significantly different class of material (such as monographs and serials).

This approach will permit any library in the UC system to incorporate whatever organizational structure appears to be optimum for its particular situation by assigning the functions of a uniquely selected set of modules for an organizational unit defined by the library. Thus, a library which chooses to implement a Central Serials Processing operation would install the complete Order Subsystem utilizing all of the optional facilities provided for dealing with serials.

While the present document represents a great deal of work and a long history of analysis and negotiation, no one who has worked on it would ever suggest that it is, in any way, final. Quite the contrary, we will continue to consider it to be a working document which will be revised many times before the total library system for the University has been developed. In this regard, anyone interested in the development of library systems for UC is encouraged to critically review the work presented here and submit pertinent comments on any aspect of it to the UCLSD Program Office.

# LIBRARY SYSTEMS DEVELOPMENT PROGRAM

SUBSYSTEM  
INTERRELATIONSHIPS

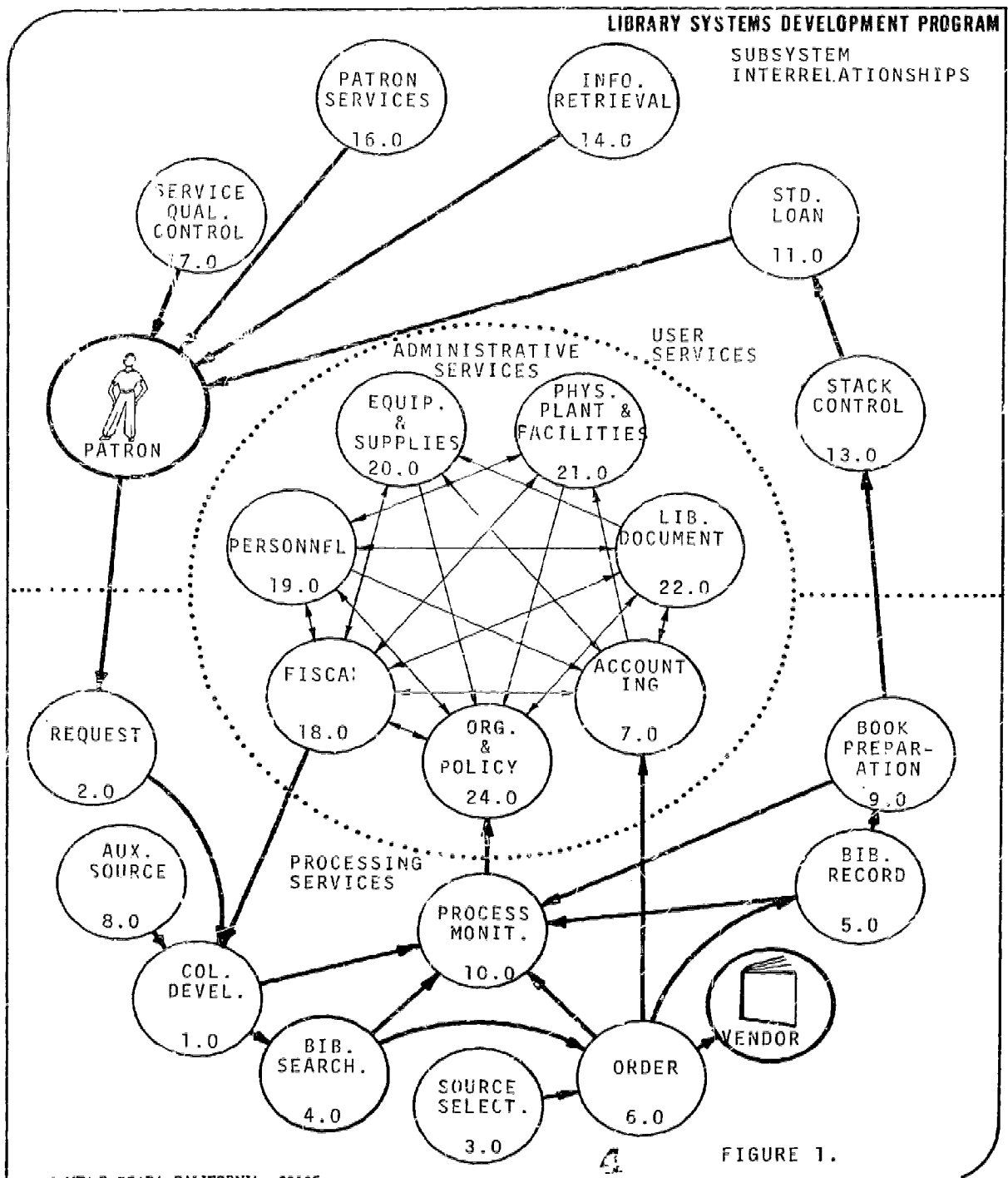


FIGURE 1.

## DEFINITIONS

### LIBRARY SYSTEMS DEVELOPMENT PROGRAM

#### DEFINITIONS

##### 1.0 COLLECTION DEVELOPMENT SUBSYSTEM

###### 1.1 COLLECTION INFORMATION MODULE

Maintains and analyzes statistics on collection size and development. Monitors collection changes as a function of time, subjects, types of material, volume of material and location. Produces analytical reports.

###### 1.2 COLLECTION PLANNING MODULE

Projects required collection development needs. Sets collection policy. Develops budget requests. Manages book funds. Determines amounts for standing orders, approval plans, retrospective buying, and subject areas.

###### 1.3 LIBRARY MATERIALS SELECTION MODULE

Selects library material. Authorizes or declines all requests for items requested by faculty, staff or students (whether submitted on a request card, a marked list, a dealers catalog or other means). Obtains appropriate committee approvals where necessary.

###### 1.4 OFFERINGS EVALUATION MODULE

Evaluates and authorizes purchase of bulk purchases. Sets up standing order plans. Continues to evaluate plans. Evaluates titles in bulk purchases and on approval plans. Evaluates gifts and titles on gifts. Decides destination of duplicates. Evaluates exchange offers.

##### 2.0 REQUEST SUBSYSTEM

###### 2.1 REQUEST HANDLING MODULE

Prepares requests for entrance into the system. Entails channeling request to appropriate selection personnel. Sets up preliminary in process record.

###### 2.2 REQUEST HANDLING SERVICES MODULE

Receives and processes requests for reserves. Transmits requests for material to be purchased. Transmits information for changing public holding records to show new location.

##### 3.0 SOURCE SELECTION SUBSYSTEM

###### 3.1 VENDOR DECISION MODULE

Correlates and organizes information required to systematically evaluate publishers, dealers, and overall market trends. Searches for bulk purchases or gifts which might be available. Evaluates dealers and determines which dealers will be used for in print, out of print and standing orders (approval plans and blanket orders).



## LIBRARY SYSTEMS DEVELOPMENT PROGRAM

### 3.0 SOURCE SELECTION SUBSYSTEM (Continued)

#### 3.2 VENDOR PERFORMANCE ANALYSIS MODULE

Analyzes and evaluates the performance of vendors, standing order plans, blanket order, approval plans, etc.. Response time, discount rate, dealer report rate, problem rate, etc. are analyzed.

### 4.0 BIBLIOGRAPHIC SEARCHING SUBSYSTEM

#### 4.1 SEARCHING MODULE

Verifies or establishes the correct main entry and the whole bibliographic description for all library materials. Determines their presence or absence in the library or the existence of an outstanding order for the work. Locates catalog copy, if possible. Determines if book is in print. Locates price. Verifies entry after dealer notifies the library that he is holding material for a firm order. Records results of searching.

### 5.0 BIBLIOGRAPHIC RECORD SUBSYSTEM

#### 5.1 BIBLIOGRAPHIC RECORD MODULE

Obtains catalog copy for adaption. Creates the complete bibliographic record for cataloging. Establishes call number. Establishes subject headings. Provides the data for authority file. Indicates location of material. Specifies book labeling and binding data.

#### 5.2 CATALOG MAINTENANCE MODULE

Produces entries for various files (e.g. shelf list, card catalog, book catalog, on-line catalog, special catalogs, Kardexes, etc.). Prepares and maintains files. Withdraws entries. Maintains filing rules. Annotates public records to indicate lost or moved books.

#### 5.3 BIBLIOGRAPHIC AUTHORITY CONTROL MODULE

Creates and maintains all authority files (except shelf list; see 5.2) involved in the cataloging process, including subject, series, serials, names, corporate entries, geographic names, etc.

### 6.0 ORDER SUBSYSTEM

#### 6.1 SURPLUS CONTROL MODULE

Decides destination of unwanted items (including any correspondence). Disseminates unwanted items, including material for exchange.

## 6.0 ORDER SUBSYSTEM (Continued)

## 6.2 ORDER INITIATION MODULE

Tells the vendor what it is that the library requires. Requests price quotations. Prepares pre-payment documents when necessary. Orders government stamps if used. Handles cancellations and ceased publications. Sets up final in-process record including receiving records.

## 6.3 CLAIMS PROCESSING MODULE

Evaluates the in-process file, outstanding order files and serials receiving files in order to identify missing materials for which claims should be made. Makes claims on orders, continuations, and serials. Claims invoices on materials already arrived. Claims material on invoices received. Processes responses to claims. Returns damaged material and handles related correspondence.

## 6.4 RECEIVING MODULE

Facilitates receiving of and records the arrival of library material, routing it to the next appropriate processing station. Changes in-process record. Receives OP material from want list and material on quotes, transmitting information to order initiation and want list processing. Prepares public records of receipt.

## 6.5 INVOICE PROCESSING MODULE

Receives invoices from vendors, records the amounts billed, verifies the receipt of acceptable library material, and authorizes the University accounting system to make payment. Verifies that University has paid for material received and makes use of credit memos.

## 6.6 VENDOR FILE MAINTENANCE MODULE

Maintains records of information about each of the vendors used by the library. Includes current address, subject of language specialties, terms, past performance, contact names, and volume of business records. Maintains special dealer files for in print and OP dealer assignment. Provides a priority list of preferred vendors for automatic assignment.

## 6.7 WANT LIST PROCESSING MODULE

Processes requests for OP material sending them to appropriate dealers for searching. Keeps track of searching and initiates new searches. Processes replies on searches. Includes want lists for periodical back files.



## LIBRARY SYSTEMS DEVELOPMENT PROGRAM

### 7.0 ACCOUNTING SUBSYSTEM

#### 7.1 BOOK FUND ACCOUNTING MODULE

Maintains a record of commitments against the library's various book funds. Maintains a record of expenditures against these funds reconciling its records with University Accounting. Provides reports on status of funds throughout the year. Maintains exchange balance records.

#### 7.2 CURRENCY CONVERSION MODULE

Makes currency conversions.

#### 7.3 ADMINISTRATIVE ACCOUNTING MODULE

Maintains internal library records of commitments and expenditures on all funds (S & E, E & F, GA, salaries, etc.) except book fund.

### 8.0 AUXILIARY SOURCE SUBSYSTEM

#### 8.1 DONOR REGISTRY MAINTENANCE MODULE

Maintains records of past donor performances, acknowledges gifts.

#### 8.2 EXCHANGE PROGRAM CONTROL MODULE

Processes exchange arrangements, requests and offers.

### 9.0 BOOK PREPARATION SUBSYSTEM

#### 9.1 BINDING CONTROL MODULE

Performs all the functions connected with preparing monographs and serials for the bindery, keeping maintenance records, sending material, and checking in of bindery material. Predicts the need for binding.

#### 9.2 BOOK PROCESSING MODULE

Labels books for circulation control, shelving and when necessary, accessing. Handles conventional or machine-readable labeling, opening pages, paper cutting, tipping in, book mending and reinforcing, stapling, gluing.

### 10.0 PROCESS MONITORING SUBSYSTEM

#### 10.1 COST ACCOUNTING MODULE

Compares quantities of work produced against operating costs. Provides unit costs of all service and processing work performed by the library. Analyzes historical trends and provides comparisons of unit costs with established standards. Prepares exception reports for management action.

## LIBRARY SYSTEMS DEVELOPMENT PROGRAM

### 10.0 PROCESS MONITORING SUBSYSTEM (Continued)

#### 10.2 IN-PROCESS CONTROL MODULE

Maintains and makes available an in-process record of all items requested indicating their progress through the library. Analyzes processing work flow patterns for improvements and possible bottlenecks. Indicates location of in-process material.

### 11.0 STANDARD LOAN SUBSYSTEM

#### 11.1 BOOK CHARGING MODULE

Charges material to patrons. Creates a record to show the location of all material charged. Renews library materials.

#### 11.2 BOOK DISCHARGING MODULE

Records return of library material so that charge files may be cleared. Transfers charge record to history file for collection use analysis. Identifies books to be discarded, rebound, or mended. Accomplishes the needed mending.

#### 11.3 HOLDS, RECALLS AND SEARCHING MODULE

Handles requests for material not on the shelf (holds, recalls, and searches). Provides means of identifying books during the discharge process which have been requested by other patrons. Maintains records of requests. Searches for missing material. Notifies patron when requested material is available.

#### 11.4 LONG-TERM LOAN LIST PRODUCTION MODULE

Produces periodic lists of materials charged on a long-term basis to either patrons or special locations.

#### 11.5 INTERLIBRARY LOAN CONTROL MODULE

Handles all interlibrary loan and borrowing activities, including determining whether we own copies of material, recording information about borrowing or loaning library, and transmittal of material.

#### 11.6 PATRON REGISTRY MAINTENANCE MODULE

Interfaces with student and faculty information maintained by other departments of library. Maintains a registry of patrons other than faculty, staff and students.

## LIBRARY SYSTEMS DEVELOPMENT PROGRAM

### 11.0 STANDARD LOAN SUBSYSTEM (Continued)

#### 11.7 OVERDUE BOOK PROCESSING MODULE

Includes all overdue and fine procedures. Identifies overdue books, sends out notices. Calculates overdue fines. Assigns processing charges and book replacement costs for lost material. Reinstates lost books.

### 13.0 STACK CONTROL SUBSYSTEM

#### 13.1 COLLECTION ACCESSIBILITY CONTROL MODULE

Directs the relocation of library materials for improved accessibility or of necessity. Maintains record of the location of various library holdings. Identifies titles (or segments of collection) which should be moved to branch libraries, stored, or weeded from collection.

#### 13.2 COLLECTION INVENTORY MODULE

Performs physical inventory of the collection. Calculates loss rate (searches missing items). Notifies catalog maintenance of missing material.

#### 13.3 STACK MAINTENANCE MODULE

Pages library materials where necessary. Shelves, reshelves, reads shelves, shifts material.

### 14.0 INFORMATION RETRIEVAL SUBSYSTEM

#### 14.1 BIBLIOGRAPHY PREPARATION MODULE

Prepares specialized bibliographies from manual and machine-readable sources of bibliographic information.

#### 14.2 SELECTIVE DISSEMINATION OF INFORMATION MODULE

Prepares lists of citations of current works in a specific subject range for individual users on a regular periodic basis.

### 16.0 PATRON SERVICES SUBSYSTEM

#### 16.1 INFORMATION GUIDANCE SERVICES MODULE

Provides personal service to the patron in providing information and assistance in use of the collection, building, building, and services. Makes use of special files, special collections, tours, lectures, audio-visual devices, guides, and bibliographies, signs, etc.. Provides full range of reference services.

## LIBRARY SYSTEMS DEVELOPMENT PROGRAM

### 16.0 PATRON SERVICES SUBSYSTEM (Continued)

#### 16.2 PATRON SERVICES MODULE

Includes all library services not directly related to using the information resources. Provides copy service for patrons. Provides sale of pencils, food, change, telephones Lost & Found. Provides microreaders and some audio visual equipment. Provides intercampus transportation.

### 17.0 SERVICES QUALITY CONTROL SUBSYSTEM

#### 17.1 FACULTY LIAISON MODULE

Involves library-to-faculty communications and discussions on purchases.

#### 17.2 PATRON RELATIONS MODULE

Involves library-patron communication, discussion, and decision, particularly in regard to service. Includes contact with faculty on reserves. Implements feedback to processing department. Includes development of publications about library holdings and use.

#### 17.3 SERVICE PLANNING MODULE

Studies feasibility of adding new proposed services or modifying existing ones. Discusses and decides on new services or changes.

#### 17.4 PATRON USE ANALYSIS MODULE

Analyzes and evaluates data to determine the collection use patterns of both patrons and staff. Develops experiments to evaluate use.

### 18.0 FISCAL SUBSYSTEM

#### 18.1 BUDGET DEVELOPMENT MODULE

Collects information for preparation of the budget. Prepares budget as scheduled. Manages budget when established.

#### 18.2 FISCAL RESOURCE UTILIZATION ANALYSIS MODULE

Evaluates past expenditures by cost centers (organizational units), cost category, and time periods. Results used in budget preparation.

#### 18.3 FUNDING SOURCE REPORTING MODULE

Identifies both intramural and extramural funding sources together with specific information about the amounts which may be available either to individual campuses or to the entire University.



## LIBRARY SYSTEMS DEVELOPMENT PROGRAM

### 18.0 FISCAL SUBSYSTEM (Continued)

#### 18.4 SALARY SAVINGS PROJECTIONS MODULE

Analyzes library accounting and time keeping data to determine salary savings available. Correlates staffing need projections with money available and decides disposition of savings.

### 19.0 PERSONNEL SUBSYSTEM

#### 19.1 TIMEKEEPING MODULE

Performs all routine personnel talks. Maintains and updates records of all library employees with respect to cumulated sick leave, vacation, etc.. Notifies University accounting of amounts for payroll.

#### 19.2 PERSONNEL INFORMATION MODULE

Performs all non-routine personnel duties. Maintains job descriptions. Makes evaluation and decisions relative to placement and advancement. Counsels both personnel and their administrators on their professional growth, appropriateness of assignments, etc.. Handles personnel grievances, special leave requests and policies regarding personnel. Maintains up-to-date list of personnel and their special skills or knowledge.

#### 19.3 DESK SCHEDULING MODULE

Matches available personnel hours against required staffing levels for each service point in the library.

#### 19.4 STAFFING NEEDS PROJECTION MODULE

Projects the staffing level needs for each organizational unit of the library.

#### 19.5 RECRUITMENT PLANNING MODULE

Maintains records of required skills for each job in the library, keeps information files up-to-date on the training specialties of various institutions (library schools), retains all employment inquiries and summaries of the background of applicants. Performs all the tasks of recruitment (e.g. advertising, interviewing, etc.). Selects candidates and hires.

#### 19.6 PERSONNEL TRAINING MODULE

Trains and orients new employees. Follows up on training. Provides on the job training. Prepares manuals. Professional advancement.

## LIBRARY SYSTEMS DEVELOPMENT PROGRAM

### 20.0 EQUIPMENT AND SUPPLIES SUBSYSTEM

#### 20.1 EQUIPMENT INFORMATION MODULE

Maintains records of equipment use in the library (office and public use equipment) including purchase costs, down times and maintenance costs. Summarizes use studies. Takes a periodic inventory. Recommends purchases. Makes arrangement for maintenance of equipment.

#### 20.2 EQUIPMENT SELECTION MODULE

Evaluates, selects and orders equipment. Makes arrangements for rentals where needed.

#### 20.3 SUPPLIES INVENTORY MODULE

Maintains a record of available supplies (including forms) showing past use rates and inventory levels. Orders and dispurses forms and supplies. Maintains a record of who is responsible for the inventory. Orders all forms.

### 21.0 PHYSICAL PLANT AND FACILITIES SUBSYSTEM

#### 21.1 BUILDING PLANNING MODULE

Makes long-range plans for facilities required. Includes all activities involved in the acquisition of new facilities from projections to specifications. Works with an architect through the building completion, and installation of equipment.

#### 21.2 SPACE UTILIZATION MODULE

Evaluates effectiveness of current utilization of the library's physical plant, allocates available space, plans and carries out rearrangements. Projects needs which cannot be met by present building. Maintains records of space assignments and use.

#### 21.3 WORK-FLOW ANALYSIS MODULE

Simulates and evaluates physical plant and/or office layouts. Involves organizational functions analysis and work-flow analysis to optimize the physical layout of work areas. Works with Space Utilization Module in deciding and effecting changes in arrangements. Performs process control function.

#### 21.4 SECURITY CONTROL MODULE

Performs and directs all activities involved in the security of the building and the collection. Is responsible for the maintenance of the building. Works with the campus Security Office in time of emergency. Provides and administers first aid. Insures communication in time of emergency.

## LIBRARY SYSTEMS DEVELOPMENT PROGRAM

### 22.0 LIBRARY DOCUMENT SUBSYSTEM

#### 22.1 FORMS CONTROL AND DESIGN MODULE

Standardizes the design of all library forms. Controls their creation and use. Maintains a historical record of forms, their design and use.

#### 22.2 PUBLICATIONS PLANNING AND CONTROL MODULE

Controls all library publications including publicity. Maintains a record of all library publications including information about editorial responsibility, purpose and content, publication schedule, list of recipients, costs, number of copies, vendor, etc.. Prepares publications.

#### 22.3 DOCUMENTS CONTROL MODULE

Establishes and maintains official library policy and procedure manuals. Provides for file maintenance. Sets up means of identifying, retrieving, and distributing documents.

#### 22.4 MAIL PROCESSING MODULE

Picks up and delivers intra-library and extra-library mail. Handles preparation of materials for mailing.

### 24.0 ORGANIZATION AND POLICY SUBSYSTEM

#### 24.1 ACADEMIC PLANS ANALYSIS MODULE

Displays the academic plans in ways which permit the library support implied by them to be better understood. Correlates library planning in regard to new schools, programs and the like.

#### 24.2 LIBRARY LEGISLATION REPORTING MODULE

Provides information to libraries regarding legislation. Studies current legislative scene to determine how it might affect the libraries.

#### 24.3 ORGANIZATION ANALYSIS PROCEDURE MODULE

Includes all administrative action and decision. Sets up organizational units and provides for their administration. Documents organization. Sets all general library policy.

#### 24.4 ADMINISTRATIVE INFORMATION CONTROL MODULE

Performs routine tasks of administration. Reminds staff of regular schedules for budget preparation, required reports, meetings, file purging, etc.. Keeps track of committee membership and distributions.

# INTERFACES

## LIBRARY SYSTEMS DEVELOPMENT PROGRAM

### IV. INTERFACES

The following data indicates many of the possible interrelationships among the 71 modules defined for the total UC Library System. The exact nature of interfaces, of course, will depend on the final designs which are evolved at a future date.

This interface information is presented to help clarify the current definitions of the modules and to provide a check list for the designers who will be greatly concerned about the interrelationships of their modules with those which follow.

#### 1.0 COLLECTION DEVELOPMENT SUBSYSTEM

##### 1.1 COLLECTION INFORMATION MODULE

| INPUTS                                       | OUTPUTS   |
|--|---|
| 5.2 Cataloging statistics.                   | 1.2 Statistics by subject,                          |
| 5.3 Interpretation of cataloging statistics. | 1.3 type of material, language, country, date, etc. |
| 10.2 In Process reports.                     | 16.1  |
| 11.3 Missing material data.                  | 13.1 Statistics by location                         |
| 13.2   | 21.1  |
| 14.1 Bibliography prep. data.                | 21.2  |
| 16.1 Service use information.                |   |

##### 1.2 COLLECTION PLANNING MODULE

|   |                                  |
|---|----------------------------------|
| 1.1 Reports on collection.              | 1.3 Needs in various areas       |
| 3.1 Availability of material.           | 1.4 and available funds.         |
| 7.1 Book fund accounting.               | 13.1 Planned increases in        |
| 14.1 Feedback on use of bibliographies. | 21.1 collection.                 |
| 16.1 Feedback on library use.           | 21.2                             |
| 17.4                                    | 18.1 Budget desires.             |
| 17.1 Faculty desires.                   | 19.4 Staff needs for processing. |
| 18.1 Budget set up.                     |                                  |
| 18.3 Money sources.                     |                                  |
| 24.1 Academic plans.                    |                                  |

##### 1.3 LIBRARY MATERIALS SELECTION MODULE

|  |   |
|--|---|
| OUT Advertisements, dealers catalogs, etc. | 4.1 Authorized requests. Record of any searching.         |
| 1.1 Reports on collection.                 | Annotated advertisements, dealer and publishers catalogs. |
| 1.2 Fund allotments.                       | 5.2 Withdrawals for weeded titles.                        |
| 2.2 Requests for purchase.                 | 6.1 Duplicates not to be added.                           |
| 6.4 Unintentional duplicates.              | 6.2 Requests not requiring verification.                  |
| 7.1 Book fund accounting.                  | 6.7 OP requests authorized for purchase.                  |
| 11.2 Book withdrawal requests.             |   |
| 13.2                                       |   |
| 11.3 Missing book replacement requests.    |   |
| 13.2 requests.                             |   |
| 13.1 Collection weeding advice.            |   |
| 14.1 Bibliography use data.                |   |



# LIBRARY SYSTEMS DEVELOPMENT PROGRAM

|   |   |
|---|---|
| 1.3 LIBRARY MATERIALS SELECTION MODULE (Continued)                                  |   |
| INPUTS  | OUTPUTS   |
| 16.1 Feedback on library service use.   | 10.2 Process step complete.   |
| 17.1 Faculty desires.   | 13.1 Col. weeding decisions.  |
|   | 17.1 Requests declined.   |
|   | 17.2  |
| 1.4 OFFERINGS EVALUATION MODULE   |   |
| OUT Offerings from dealers, donors, exchange partners.                              | 4.1 Books selected or accepted.   |
| 1.1 Reports on collection.  | 6.1 Approvals or gifts rejected.  |
| 1.2 Fund allotments.  | 6.2 O.K. to buy bulk purchase   |
| 3.1 Vendor selection data.  | 8.1 Gift acceptance data.   |
| 6.4 Library material received.  | 8.2 Material available for exchange.  |
| 7.1 Book fund accounting.   | 13.1 Data on bulk purchases   |
| 14.1 Feedback on bibliography use.  | 21.2 and blanket orders for space planning.   |
| 17.1 Faculty collection desires.  |   |
| 2.0 REQUEST SUBSYSTEM   |   |
| 2.1 REQUEST HANDLING MODULE   |   |
| 17.1 Faculty, Staff or student requests.  | 2.2 Original request data.  |
| 17.2  | 10.2 In Process record.   |
| 2.2 REQUEST HANDLING SERVICES MODULE  |   |
| 2.1 Original request data.  | 1.3 Request to purchase.  |
| 17.2 Reserve request.   | 5.2 New location data for catalog records.  |
|   | 10.1 Workload statistics.   |
|   | 10.2 Requests received.   |
|   | 13.1 Request for relocation.  |
| 3.0 SOURCE SELECTION SUBSYSTEM  |   |
| 3.1 VENDOR DECISION MODULE  |   |
| OUT Information about book markets, publication trends from dealers and publishers. | 1.2 Material availability.  |
| 3.2 Vendor performance data.  | 1.4 Vendor evaluations.   |
| 8.1 Donor information.  | 6.6 Information on specific dealers.  |
| 8.2 Exchange availability.  | 6.7 OP dealers to be used.  |
|   | 8.1 Possible donor data.  |
| 3.2 VENDOR PERFORMANCE ANALYSIS MODULE  |   |
| 6.1 Duplication data.   | 3.1 Comparative analytical data required to select the best sources for obtaining library materials |
| 6.3 Claiming data.  |   |
| 6.4 Vendor response time.   |   |
| 6.5 Vendor discount.  |   |
| 6.7 Vendor OP response rate.  |   |

# LIBRARY SYSTEMS DEVELOPMENT PROGRAM

## 4.0 BIBLIOGRAPHIC SEARCHING SUBSYSTEM

### 4.1 SEARCHING MODULE

| INPUTS |  | OUTPUTS |  |
|--------|--|---------|--|
| 1.3    | Request for library material; record of previous searching; marked OP catalogs.                    | 5.1     | Cataloging copy or source of copy (including book, if in hand).  |
| 1.4    | Library materials already received via gifts, exchange, approval plans and selected for retention. | 5.2     | Catalog errors found.  |
| 5.2    | Filing rules and main bibliographic files.   | 5.3     | New entry verification for authority file.                       |
| 5.3    | Authority files.   | 6.2     | Verified in print and ordering information for requested titles. |
| 6.4    | Books needing searching.   | 10.1    | Work load statistics.  |
| 10.2   | Scheduling data.   | 10.2    | In Process record.   |
|        |  | 17.1    | Recommended title already in collection note.                    |

## 5.0 BIBLIOGRAPHIC RECORD SUBSYSTEM

### 5.1 BIBLIOGRAPHIC RECORD MODULE

|      |   |      |                                   |
|------|---|------|-----------------------------------|
| 4.1  | Catalog copy or source of copy plus book, if in hand. | 5.2  | The catalog record.               |
| 5.3  | Authority file information.                           | 5.3  | New authority file data.          |
| 6.2  | Entry closing (ceased pub).                           | 9.1  | Data on books requiring binding.  |
| 6.4  | Library material (all forms and categories).          | 9.2  | Data on books requiring labeling. |
| 13.1 | Location of material.                                 | 10.1 | Work load statistics.             |

### 5.2 CATALOG MAINTENANCE MODULE

|      |   |      |   |
|------|---|------|---|
| 1.3  | Weeded title withdrawals.                       | 1.1  | Data for interpretation of cataloging statistics.               |
| 2.2  | New location data for catalog records.          | 4.1  | Filing rules and main bibliographic file.                       |
| 4.1  | Catalog errors found.                           | 9.2  | Specifies preparation of dummies.                               |
| 5.1  | The complete bibliographic record.              | 10.1 | Workload statistics.  |
| 6.4  | Data on added copies or volumes.                | 10.2 | In Process data.  |
| 9.1  | Newly bound holdings notification.              | 13.1 | Catalog statistics.   |
| 11.7 | Data for reinstating lost books.                | 17.4 |   |
| 13.1 | New location information.                       | 21.1 |   |
| 13.2 | Data on missing books or suggested withdrawals. | 21.2 |   |
| 17.2 | Requests for additional See References.         | 16.1 | All bibliographic files and statistical information about them. |
|      |   | 17.1 | Material available notice.                                      |
|      |   | 18.1 | Budget request.   |

### 5.3 BIBLIOGRAPHIC AUTHORITY CONTROL MODULE

|     |                                   |     |   |
|-----|-----------------------------------|-----|---|
| 4.1 | Verified entry for authority file | 1.1 | Data for interpretation of cataloging statistics. |
|-----|-----------------------------------|-----|---|

# LIBRARY SYSTEMS DEVELOPMENT PROGRAM

## 5.3 BIBLIOGRAPHIC AUTHORITY CONTROL MODULE (Continued)

### INPUTS

### OUTPUTS

5.1 New authority data from cataloger.

4.1 Authority file.  
5.1 Authority data for cataloger.

## 6.0 ORDER SUBSYSTEM

### 6.1 SURPLUS CONTROL MODULE

1.3 Unwanted duplicate items.  
1.4 Approval or gift rejections  
6.4 Material ordered for exchange.  
8.2 Request to send material to exchange partner.  
10.2 Duplicate outstanding order data.

3.2 Data for vendor performance analysis.  
8.2 Lists for exchange, exchange items, books to be sold or given away.  
10.1 Work load statistics.  
10.2 Note that books returned to vendor.

### 6.2 ORDER INITIATION MODULE

OUT Dealers reports.  
1.3 Purchase authorization for titles not needing verification.  
16.1  
1.4 O.K. to order bulk purchases.  
4.1 Searched requests.  
6.4 Request for confirming order.  
6.6 Vendor information.  
6.7 Want list items to be ordered.  
7.2 Currency conversion.  
8.2 Request for material from exchange partner.

OUT Orders to vendors.  
5.1 Entry closing.  
7.1 Encumbrance information.  
10.1 Work load statistics.  
10.2 Date order sent to vendor.

### 6.3 CLAIMS PROCESSING MODULE

6.6 Vendor addresses.  
10.2 Report of overdue receipt of material or invoices.

OUT Claims for material or invoices.  
3.2 Vendor performance analysis data.  
10.2 Data on claims sent to vendors.

### 6.4 RECEIVING MODULE

OUT Library material from vendors, donors, exchange partners, etc.  
10.2 Receiving record for check in.

1.3 Unintentional duplications.  
1.4 Gifts, exchange or approval material.  
3.2 Data for vendor performance analysis.  
4.1 Books needing searching.  
5.1 Library materials.

# LIBRARY SYSTEMS DEVELOPMENT PROGRAM

## 6.4 RECEIVING MODULE (Continued)

| INPUTS |  | OUTPUTS |  |
|--------|--|---------|--|
|        |  | 5.2     | Added copies and volumes data.                         |
|        |  | 6.1     | Material ordered for exchange.                         |
|        |  | 6.2     | Requests for confirming order.                         |
|        |  | 6.5     | Invoice with material.                                 |
|        |  | 6.6     | Latest vendor address.                                 |
|        |  | 8.1     | Data on received gift.                                 |
|        |  | 8.2     | Information on received exchange items.                |
|        |  | 9.1     | Last issue of volume data.                             |
|        |  | 10.1    | Workload statistics.                                   |
|        |  | 10.2    | Material received or dealer's reports data.            |
|        |  | 16.1    | Latest holdings information, especially about serials. |
|        |  | 17.1    | New acquisitions lists.                                |

## 6.5 INVOICE PROCESSING MODULE

|     |                                  |      |  |
|-----|----------------------------------|------|--|
| OUT | Invoices separately received.    | OUT  | Authorization to pay to University Accounting. |
| OUT | University accounting data.      | 3.2  | Vendor performance.                            |
| OUT | Vendor credit memos.             | 6.6  | Latest vendor address.                         |
| 6.4 | Invoices received with material. | 7.1  | Amount paid for item.                          |
| 6.6 | Vendor address.                  | 10.1 | Workload statistics.                           |
| 7.2 | Currency conversion.             | 10.2 | Invoice receipt data.                          |

## 6.6 VENDOR FILE MAINTENANCE MODULE

|     |                                      |     |  |
|-----|--------------------------------------|-----|--|
| 3.1 | Vendor characteristics.              | 6.2 | Vendor data for ordering.              |
| 3.2 | Vendor performance data.             | 6.3 | Vendor data for claiming.              |
| 6.4 | Representatives names and addresses. | 6.5 | Vendor addresses.                      |
| 6.7 | Addresses from OP catalogs           | 6.7 | Priority file for OP vendor selection. |

## 6.7 WANT LIST PROCESSING MODULE

|     |                                 |      |                                       |
|-----|---------------------------------|------|---------------------------------------|
| OUT | Dealer responses to want lists. | OUT  | Want lists to dealers.                |
| 1.3 | Discussion on OP items.         | 3.2  | Data for vendor performance analysis. |
| 3.1 | Preferred OP dealers.           | 6.2  | Want list items to be ordered.        |
| 4.1 | Searched requests.              | 6.6  | New OP dealer addresses.              |
| 6.6 | Vendor selection data.          | 10.2 | Request and response data.            |

## 7.0 ACCOUNTING SUBSYSTEM

## 7.1 BOOK FUND ACCOUNTING MODULE



# LIBRARY SYSTEMS DEVELOPMENT PROGRAM

## 7.1 BOOK FUND ACCOUNTING MODULE (Continued)

| INPUTS |   | OUTPUTS |                                   |
|--------|---|---------|-----------------------------------|
| OUT    | Journal charges and other UC accounting data. | 1.2     | Reports on status of funds.       |
| 6.2    | Accounts to be encumbered                     | 1.3     |                                   |
| 6.5    | Amounts paid on invoices.                     | 1.4     |                                   |
| 7.2    | Currency conversion.                          | 8.2     | Exchange balance report.          |
| 8.2    | Value of exchanges sent and received.         | 10.2    | In Process data on payment.       |
| 18.1   | Budget allocations.                           | 18.2    | Data for evaluating expenditures. |

## 7.2 CURRENCY CONVERSION MODULE

|     |  |     |                           |
|-----|--|-----|---------------------------|
| OUT | International monetary exchange value reports. | 6.2 | For ordering.             |
|     |  | 6.5 | For invoice processing.   |
|     |  | 7.1 | For book fund accounting. |

## 7.3 ADMINISTRATIVE ACCOUNTING MODULE

|      |   |      |   |
|------|---|------|---|
| OUT  | Invoices, recharges, statements from vendors. | 10.1 | Expenditures by cost center and category. |
| OUT  | UC Accounting data.                           | 18.1 | Record of expenditure.                    |
| 18.1 | Budget allocations.                           | 18.2 | Data for evaluating expenditures.         |
| 19.1 | Use of personnel funds.                       | 18.4 | Reports on status of personnel funds.     |
| 20.2 | Equipment fund encumbrance.                   | 20.2 | Equipment funds available.                |
| 20.3 | Supplies encumbrance.                         | 20.3 | Supplies funds available.                 |
| 22.2 | Publication funds encumbered.                 | 21.1 | Status of building funds.                 |
|      |   | 22.2 | Status of all funds.                      |

## 8.0 AUXILIARY SOURCE SUBSYSTEM

### 8.1 DONOR REGISTRY MAINTENANCE MODULE

|     |                                 |     |                           |
|-----|---------------------------------|-----|---------------------------|
| 1.4 | Gift acceptance data.           | OUT | Negotiations with donors. |
| 3.1 | Possible donor data.            | 3.1 | Donor history.            |
| 6.4 | Information on receipt of gift. |     |                           |

### 8.2 EXCHANGE PROGRAM CONTROL MODULE

|     |   |     |  |
|-----|---|-----|--|
| OUT | Requests for exchange from partner        | OUT | Exchange offerings to partners.                  |
| 1.4 | Exchange material offered by partner.     | 3.1 | Exchange conditions.                             |
| 6.1 | Material available for exchange.          | 6.1 | Material provided to partner.                    |
| 6.4 | Information on receipt of exchange items. | 6.2 | Request for material from partner.               |
| 7.1 | Exchange balance report.                  | 7.1 | Value of material received and sent on exchange. |

## 9.0 BOOK PREPARATION SUBSYSTEM

### 9.1 BINDING CONTROL MODULE

# LIBRARY SYSTEMS DEVELOPMENT PROGRAM

|  |  |      |   |
|--|--|------|---|
| 9.1 BINDING CONTROL MODULE (Continued) |  |      |   |
| OUT                                    | Material from bindery.   | OUT  | Material to bindery.                      |
| 5.1                                    | Library material to be bound.  | 5.2  | Data on newly bound holdings.             |
| 6.4                                    | Last issue of a volume information.  | 9.2  | Books to be processed for circulation.    |
| 11.2                                   | Material to be rebound.  | 10.1 | Workload statistics.                      |
|  |  | 10.2 | In Process data.                          |
|  |  | 11.1 | Bindery record charging.                  |
|  |  | 11.2 | Bindery record discharging.               |
|  |  | 13.3 | Books to be shelved.                      |
|  |  | 18.1 | Binding services budget request.          |
| 9.2 BOOK PROCESSING MODULE             |  |      |   |
| 5.1                                    | Library material to be processed for circulation.  | 10.1 | Workload statistics                       |
| 5.2                                    | Request for dummies.   | 10.2 | In Process data.                          |
| 9.1                                    | Books to be processed for circulation.   | 11.2 | Relabeled books to be discharged.         |
| 11.2                                   | Books to be relabeled.   | 13.3 | Processed volume ready for circulation.   |
| 10.0 PROCESS MONITORING SUBSYSTEM      |  |      |   |
| 10.1 COST ACCOUNTING MODULE            |  |      |   |
| ALL                                    | Production and workload statistics from all sub-systems.   | 18.1 | Operating cost data and projections.      |
| 7.3                                    | Expenditures by cost center.   | 19.2 | Productivity reports.                     |
| 19.1                                   | Timekeeping data.  | 19.4 | Work load projections.                    |
| 19.2                                   | Salary data.   | 24.3 | Cost distribution by organization.        |
| 20.1                                   | Equipment cost data.   |      |   |
| 10.2 IN PROCESS CONTROL MODULE         |  |      |   |
| 1.3                                    | Record of each completed processing step for each piece of library material acquired by the library. | 1.1  | In Process information.                   |
| 2.1                                    |  | 4.1  |   |
| 2.2                                    |  | 11.3 |   |
| 4.1                                    |  | 11.5 |   |
| 5.2                                    |  | 13.1 |   |
| 6.1                                    |  | 16.1 |   |
| 6.2                                    |  | 17.1 |   |
| 6.3                                    |  | 6.1  | Duplicated order data.                    |
| 6.4                                    |  | 6.3  | Material or invoice claiming information. |
| 6.5                                    |  | 6.4  | Receiving files.                          |
| 6.7                                    |  | 21.3 | Process flow data.                        |
| 7.1                                    |  |      |   |
| 9.1                                    |  |      |   |
| 11.0 STANDARD LOAN SUBSYSTEM           |  |      |   |

# LIBRARY SYSTEMS DEVELOPMENT PROGRAM

|   |  |
|---|--|
| 11.1 BOOK CHARGING MODULE                                 |  |
| INPUTS  | OUTPUTS  |
| 9.1 Charge to bindery.                                    | 10.1 Workload statistics.                        |
| 11.5 Material to be charged to user or borrowing library. | 11.4 Information for long term loan list.        |
| 11.6 Patron eligibility verification.                     | 11.7 Date due and record for overdue processing. |
| 13.3 Materials to be charged.                             | 13.1 Charge file data.                           |
|   | 17.4 Data for use analysis.                      |
| 11.2 BOOK DISCHARGING MODULE                              |  |
| OUT Library material returned.                            | 1.3 Recommendation to withdraw a title.          |
| 9.1 Bindery returns.                                      | 9.1 Books needing rebinding.                     |
| 9.2 Relabeling returns.                                   | 9.2 Books needing relabeling.                    |
|   | 10.1 Workload statistics.                        |
|   | 11.3 Hold or recalled book.                      |
|   | 11.7 Overdue book returned.                      |
|   | 13.3 Library material for shelving.              |
| 11.3 HOLDS, RECALLS AND SEARCHING MODULE                  |  |
| 10.2 Reports showing special                              | 1.1 Missing book information.                    |
| 13.1 locations of materials.                              | 1.3 Missing book notification.                   |
| 11.2 Hold or recall book                                  | 13.2   |
| discharged.   | 10.1 Workload statistics.                        |
| 11.4 LONG TERM LOAN LIST PRODUCTION MODULE                |  |
| 11.1 Circulation file.                                    | 13.1 Long term charges to                        |
| 11.6 Patron address data.                                 | 13.3 special locations.                          |
| 11.5 INTERLIBRARY LOAN CONTROL MODULE                     |  |
| OUT Requests for loans.                                   | 10.1 Workload statistics.                        |
| 10.2 Reports showing special                              | 11.1 Material to be charged to                   |
| 13.1 locations of materials.                              | user or borrowing library.                       |
| 16.2 Photocopies of original.                             | 16.2 Request for copies.                         |
| 11.6 PATRON REGISTRY MAINTENANCE MODULE                   |  |
| OUT Student and faculty data.                             | 11.1 Eligibility of borrower.                    |
| OUT Requests for library cards.                           | 11.4 Patron addresses for long                   |
| 11.7 Delinquent patron data.                              | term loans.                                      |
| 19.2 Library staff data.                                  | 11.7 Patron address for over-                    |
|   | dues and bills.                                  |
|   | 17.2 Information about                           |
|   | 17.4 patrons.                                    |
| 11.7 OVERDUE BOOK PROCESSING MODULE                       |  |
| 11.1 Circulation file.                                    | 5.2 Reinstatement information.                   |
| 11.2 Information that book was                            | 11.6 Patron delinquency data.                    |
| overdue.  | 10.1 Workload statistics.                        |
| 11.6 Patron address.                                      |  |

# LIBRARY SYSTEMS DEVELOPMENT PROGRAM

## 13.0 STACK CONTROL SUBSYSTEM

### 13.1 COLLECTION ACCESSIBILITY CONTROL MODULE

| INPUTS |  | OUTPUTS |                             |
|--------|--|---------|-----------------------------|
| 1.1    | Collection information.                    | 1.3     | Advice for weeding.         |
| 1.2    | Collection planning.                       | 5.1     | General location decisions. |
| 1.3    | Collection weeding decisions.              | 5.2     | New location information.   |
| 1.4    | Data on bulk purchases and blanket orders. | 11.3    | Location reports            |
| 2.2    | Requests for relocating books              | 11.5    |                             |
| 5.2    | Catalog statistics.                        | 16.1    |                             |
| 10.2   | In Process records.                        | 21.1    |                             |
| 11.1   | Charge file data.                          | 21.2    |                             |
| 11.4   | New location data.                         | 13.3    | Relocation information.     |
| 13.3   | Stack crowding data.                       |         |                             |
| 16.1   | Requests for shifting collection.          |         |                             |
| 17.4   | Patron use analysis.                       |         |                             |
| 21.3   | Location changes to improve work flow.     |         |                             |

### 13.2 COLLECTION INVENTORY MODULE

|      |                       |      |  |
|------|-----------------------|------|--|
| 11.3 | Missing item reports. | 1.1  | Reports missing items.                   |
|      |                       | 1.3  |  |
|      |                       | 5.2  | Missing items and suggested withdrawals. |
|      |                       | 21.2 | Inventory reports.                       |
|      |                       | 21.4 | Reports on collection security.          |

### 13.3 STACK MAINTENANCE MODULE

|      |                          |      |                         |
|------|--------------------------|------|-------------------------|
| OUT  | Call slips for material. | 11.1 | Material to be charged. |
| 9.1  | Books ready for shelf.   | 13.1 | Stack crowding data.    |
| 9.2  |                          | 20.2 | Stack equipment needed. |
| 11.2 |                          |      |                         |
| 11.4 | Relocation information.  |      |                         |
| 13.1 |                          |      |                         |

## 14.0 INFORMATION RETIREVAL SUBSYSTEM

### 14.1 BIBLIOGRAPHY PREPARATION MODULE

|      |  |      |  |
|------|--|------|--|
| 16.1 | Requests for bibliographies on specific subjects, time periods, etc. | 1.1  | Feedback on requests for bibliographies. |
|      |  | 1.2  |  |
|      |  | 1.3  |  |
|      |  | 1.4  |  |
| 22.2 | Requested publications.  | 10.1 | Workload statistics.                     |
|      |  | 16.1 | Requested bibliographies.                |
|      |  | 22.2 | Requests for publication.                |



# LIBRARY SYSTEMS DEVELOPMENT PROGRAM

| 14.2 SELECTIVE DISSEMINATION OF INFORMATION MODULE |  |         |  |
|--|--|---------|--|
| INPUTS   |  | OUTPUTS |  |
| OUT  | Data bases.  | OUT     | Abstracts, citations, full text, (SDI Reports to user).  |
| 16.1   | SDI requests, user profiles and feedback on value of SDI reports received. | 10.1    | Workload statistics.                                     |
| 17.1   | Faculty feedback on SDI services.  |         |  |
| 16.0 PATRON SERVICES SUBSYSTEM                     |  |         |  |
| 16.1 INFORMATION GUIDANCE SERVICES MODULE          |  |         |  |
| OUT  | User profiles and feedback on value.                                       | OUT     | All forms of reference services and assistance to users. |
| 1.1  | Collection information.  | 1.1     | Feedback on library service use.                         |
| 5.2  | All bibliographic library files and statistical information about them.    | 1.2     |  |
| 6.4  | Latest holdings information (Serials).                                     | 1.3     |  |
| 10.2   | In process reports.  | 6.2     | Request not requiring verification.                      |
| 13.1   | Location reports.  | 13.1    | Request for shifting collection.                         |
| 14.1   | Requested bibliography.  | 14.1    | Requests for bibliographies.                             |
| 17.1   | Faculty liason reports.  | 14.2    | Subject profiles of users.                               |
| 17.2   | Patron feedback on value.  | 17.2    | Replies to patron service suggestions.                   |
| 19.3   | Desk schedule.   | 17.3    | Patron service acceptance data.                          |
| 22.2   | Requested publications.  | 17.4    | Workload statistics.                                     |
|  |  | 21.1    | Service pattern for space planning.                      |
|  |  | 21.2    |  |
|  |  | 22.2    | Requests for publication guides, directories, signs.     |
| 16.2 PATRON SERVICES MODULE                        |  |         |  |
| OUT  | Requests for special services.   | 11.5    | Copies as requested.                                     |
| 11.5   | Requests for photocopies.  | 22.2    |  |
| 22.2   |  | 20.2    | Equipment needs.   |
| 17.0 SERVICES QUALITY CONTROL SUBSYSTEM            |  |         |  |
| 17.1 FACULTY LIASON MODULE                         |  |         |  |
| OUT  | Requests for library material.   | OUT     | Reports to faculty.                                      |
| 1.3  | Declined requests.   | 1.2     | Faculty desires for the collection.                      |
| 4.1  | Recommended title now in collection.                                       | 1.3     |  |
|  |  | 1.4     |  |
|  |  | 2.1     | Purchase requests.                                       |

# LIBRARY SYSTEMS DEVELOPMENT PROGRAM

## 17.1 FACULTY LIASON MODULE (Continued)

| INPUTS |                            | OUTPUTS |  |
|--------|----------------------------|---------|--|
| 5.2    | Material available notice. | 14.2    | Faculty reports on SDI service.        |
| 6.4    | New acquisitions lists.    | 16.1    | Faculty reports on service in general. |
| 10.2   | In process information.    |         |  |

## 17.2 PATRON RELATIONS MODULE

|      |   |      |  |
|------|---|------|--|
| OUT  | Reserve requests.                         | OUT  | Discussions with patrons about service.  |
| OUT  | Patron complaints, suggestions, problems. | 2.1  | Book requests.                           |
| 1.3  | Declined request to buy books.            | 2.2  | Reserve requests.                        |
| 11.6 | Patron information file.                  | 5.2  | Additional See Reference requests.       |
| 22.2 | Requested publications.                   | 16.1 | Feedback on service.                     |
|      |   | 21.1 | Feedback on building layout and its use. |
|      |   | 21.2 | Requests on publications.                |
|      |   | 22.2 |  |

## 17.3 SERVICE PLANNING MODULE

|      |                                     |      |   |
|------|-------------------------------------|------|---|
| 16.1 | Patron service acceptance comments. | 18.1 | Budget requests.  |
| 17.4 | Patron use analyses reports.        | 19.3 | Plans for service changes.  |
| 21.1 | Building plans.                     | 19.4 | Reports showing staffing, funding, library effectiveness and implications of decisions. |
|      |                                     | 20.1 |   |
|      |                                     | 21.1 |   |
|      |                                     | 21.2 |   |

## 17.4 PATRON USE ANALYSIS MODULE

|      |                          |      |   |
|------|--------------------------|------|---|
| 5.2  | Catalog statistics.      | 1.2  | Reports how the present library collection and services are being used and recommends changes and improvements. |
| 11.1 | Circulation data.        | 13.1 |   |
| 11.6 | Patron information file. | 17.3 |   |
| 16.1 | Service statistics.      | 18.1 |   |
|      |                          | 19.2 |   |
|      |                          | 19.3 |   |
|      |                          | 21.2 |   |
|      |                          | 21.4 |   |
|      |                          | 24.3 |   |

## 18.0 FISCAL SUBSYSTEM

### 18.1 BUDGET DEVELOPMENT MODULE

|      |                                       |      |   |
|------|---------------------------------------|------|---|
| 1.2  | Book funds budget desires.            | 1.2  | Budget reports, preliminary and final. Interpretation of budgets. |
| 5.2  | Cataloging services budget request.   | 7.1  |   |
| 7.3  | Record of non-book fund expenditures. | 7.3  |   |
| 9.1  | Binding services budget request.      | 19.5 | Recruitment planning.   |
| 10.1 | Reports of cost accounting.           | 20.2 | Equipment budgets.  |
| 17.3 | Service budget requests.              | 20.3 | Supplies budgets.   |
|      |                                       | 21.1 | Budget data for decisions.  |
|      |                                       | 24.3 |   |
|      |                                       | 22.2 | Publications budgets.   |

# LIBRARY SYSTEMS DEVELOPMENT PROGRAM

| 18.1 BUDGET DEVELOPMENT MODULE (Continued)   |  |
|--|--|
| INPUTS   | OUTPUTS  |
| 17.4 Patron use analyses and workload projections.<br>18.2 Resource utilization analysis.<br>18.3 Funding source reports.<br>19.4 Staff budget requests.<br>20.1 Equipment maintenance costs.<br>20.2 Equipment budget requests.<br>20.3 Supplies budget requests.<br>21.1 Building plans.<br>21.2 Remodeling budget requests.<br>22.2 Publication budget requests.<br>24.1 Academic plans.<br>24.4 Reminders and deadlines. |  |
| 18.2 FISCAL RESOURCE UTILIZATION ANALYSIS MODULE   |  |
| 7.1 Book funds use, administrative funds use.<br>7.3 Cost accounting reports.<br>10.1  | 18.1 Fund utilization reports.   |
| 18.3 FUNDING SOURCE REPORTING MODULE   |  |
| 24.2 Reports on possible sources and amounts of funds which may be available.  | 1.2 Information on sources of funds.   |
| 18.4 SALARY SAVINGS PROJECTIONS MODULE   |  |
| 7.3 Status of personnel funds.<br>19.1 Timekeeping reports.<br>19.2 Salary data.<br>19.4 Staffing needs.   | 19.4 Money available for<br>19.5   |
| 19.0 PERSONNEL SUBSYSTEM   |  |
| 19.1 TIMEKEEPING MODULE  |  |
| 19.2 Personnel data  | 7.3 Use of personnel funds.<br>10.1 Data for cost analysis.<br>18.4 Summary reports on personnel time.   |
| 19.2 PERSONNEL INFORMATION MODULE  |  |
| 10.1 Analysis of production.<br>17.4 Analysis of service loads.<br>19.5 New personnel data.  | 10.1 Salary data.<br>11.6 Personnel lists.<br>21.4<br>18.4 Salary data.<br>19.1 Data for timekeeping.<br>19.5 Personnel availability.<br>22.4 Personnel mail stations.<br>24.3 Positions assigned. |

# LIBRARY SYSTEMS DEVELOPMENT PROGRAM

|   |  |
|---|--|
| 19.3 DESK SCHEDULING MODULE   |  |
| INPUTS  | OUTPUTS  |
| 17.3 Plans for changes in service<br>17.4 Work load information   | 16.1 Service desk schedules  |
| 19.4 STAFFING NEEDS PROJECTION MODULE   |  |
| 1.2 Collection planning as it affects staff<br>10.1 Work load projections<br>17.3 Service staff needs<br>18.4 Money for hiring<br>21.3 Recommendations for shifting staff for new workloads | 18.1 Staff budget requests<br>18.4 Staffing needs  |
| 19.5 RECRUITMENT PLANNING MODULE  |  |
| 18.1 Positions budgeted<br>18.4 Money for hiring<br>19.2 Personnel availability   | 19.2 Information on new personnel<br>24.3 Staff selected   |
| 19.6 PERSONNEL TRAINING MODULE  |  |
| OUT UC administrative manuals<br>22.2 Requested training publications<br>24.3 Library personnel policies  | 22.2 Requests for formal brochures, training manuals, and other pertinent employee guides (written policies)   |
| 20.0 EQUIPMENT AND SUPPLIES SUBSYSTEM   |  |
| 20.1 EQUIPMENT INFORMATION MODULE   |  |
| OUT Equipment vendor support<br>17.3 Service planning data  | 10.1 Reports giving operating costs and statistics on machine use<br>18.1 Equipment needs<br>20.2<br>24.4 Inventory reports, schedules for preventative maintenance. |
| 20.2 EQUIPMENT SELECTION MODULE   |  |
| OUT Vendor brochures.<br>7.3 Equipment funds available<br>13.3 Stack equipment needed.<br>16.2 Service equipment needed.<br>18.1 Budget available.<br>20.1 Equipment needed.                | OUT Orders for equipment.<br>7.3 Fund encumbrance for equipment.<br>18.1 Budget requests.  |
| 20.3 SUPPLIES INVENTORY MODULE  |  |
| 7.3 Funds available for supplies  | OUT Order for supplies.<br>7.3 Encumbrances for  |

# LIBRARY SYSTEMS DEVELOPMENT PROGRAM

## 20.3 SUPPLIES INVENTORY MODULE (Continued)

| INPUTS                                       |   | OUTPUTS |                                  |
|--|---|---------|----------------------------------|
| 18.1   | Budget available.                         |         | supplies.                        |
| 22.1   | OK to order forms                         | 18.1    | Budget requests.                 |
| 21.0 PHYSICAL PLANT AND FACILITIES SUBSYSTEM |   |         |                                  |
| 21.1 BUILDING PLANNING MODULE                |   |         |                                  |
| 1.1  | Growth of collection.                     | 17.3    | Building projections.            |
| 1.2  |   | 21.2    |                                  |
| 5.2  | Cataloging statistics.                    | 18.1    | Budget requests.                 |
| 7.3  | Status of building funds.                 |         |                                  |
| 13.1   | Location planning reports                 |         |                                  |
| 16.1   | Service pattern needs.                    |         |                                  |
| 17.2   | Feedback on building use and space needs. |         |                                  |
| 17.3   | Service plans.                            |         |                                  |
| 18.1   | Budget reports.                           |         |                                  |
| 21.2   | Space utilization.                        |         |                                  |
| 21.4   | Security advising.                        |         |                                  |
| 21.2 SPACE UTILIZATION MODULE                |   |         |                                  |
| OUT  | Requests for study space.                 | 18.1    | Budget requests for re-modeling. |
| 1.1  | Data on growth of the collection.         | 21.1    | Building needs.                  |
| 1.2  |   | 21.3    | Building use data.               |
| 1.4  |   |         |                                  |
| 5.2  |   |         |                                  |
| 13.1   | Location reports.                         |         |                                  |
| 13.2   | Inventory reports.                        |         |                                  |
| 16.1   | Service pattern needs.                    |         |                                  |
| 17.2   | Feedback on building use and space needs. |         |                                  |
| 17.3   |   |         |                                  |
| 17.4   | Patron use analyses.                      |         |                                  |
| 21.1   | Building projections.                     |         |                                  |
| 21.4   | Security advising.                        |         |                                  |
| 21.3 WORK FLOW ANALYSIS MODULE               |   |         |                                  |
| 10.2   | Process flow data.                        | 13.1    | Changes in library layout.       |
| 21.2   | Building and work layout data.            | 19.4    | Staff shifting recommendations.  |
| 21.4 SECURITY CONTROL MODULE                 |   |         |                                  |
| 13.2   | Reports on security of the collection.    | 21.1    | Security advising.               |
| 17.4   | Patron use analysis.                      | 21.2    |                                  |
| 19.2   | Personnel data lists.                     | 24.3    |                                  |
| 22.0 LIBRARY DOCUMENT SUBSYSTEM              |   |         |                                  |
| 22.1 FORMS CONTROL AND DESIGN MODULE         |   |         |                                  |

# LIBRARY SYSTEMS DEVELOPMENT PROGRAM

## 22.1 FORMS CONTROL AND DESIGN MODULE (Continued)

### INPUTS

### OUTPUTS

ALL Requests for forms.

20.3 Authorization of forms to be ordered.

## 22.2 PUBLICATIONS PLANNING AND CONTROL MODULE

OUT Material from printers.  
7.3 Status of funds.  
14.1 Requests for publications  
16.1  
17.2  
19.6  
16.2 Photocopies as requested.  
18.1 Budgeted funds.

OUT Orders for printing.  
7.3 Publications encumbrances.  
14.1 Requested publications.  
16.1  
17.2  
16.2 Requests for photocopies.  
18.1 Budget requests.

## 22.3 DOCUMENTS CONTROL MODULE

24.3 General library policies and procedures.

24.4 Documents for administrative reference.

## 22.4 MAIL PROCESSING MODULE

OUT Mail received.  
19.2 Personnel mail stations.

OUT Mail sent out.

## 24.0 ORGANIZATION AND POLICY SUBSYSTEM

### 24.1 ACADEMIC PLANS ANALYSIS MODULE

OUT University planning reports.

1.2 Information needed for collection planning.  
18.1 Data for budget development.

### 24.2 LIBRARY LEGISLATION REPORTING MODULE

OUT State and federal legislative publications and special review publications from ALA, UC, Etc.

18.3 Alert and report to librarians all legislation affecting library financing and intellectual freedom.

### 24.3 ORGANIZATION ANALYSIS PROCEDURE MODULE

10.1 Operating costs by organization.  
17.4 Information needed for administrative decision.  
18.1  
24.2  
19.2 Personnel position assignments.  
19.5 Staff selected.  
21.4 Advice on security measures.

19.6 Administrative decisions, policies and procedures.  
22.3  
24.4



# LIBRARY SYSTEMS DEVELOPMENT PROGRAM

## 24.4 ADMINISTRATIVE INFORMATION CONTROL MODULE

| INPUTS |   | OUTPUTS |                              |
|--------|---|---------|------------------------------|
| OUT    | University wide schedules.                    | 18.1    | Budget preparation schedule. |
| 20.1   | Equipment information.                        |         |                              |
| 22.3   | Policy and procedure documents for reference. |         |                              |
| 24.2   | Legislation reports.                          |         |                              |
| 24.3   | Decisions on reports and meetings.            |         |                              |

